

Process Name: Benefits Administration		Process Identifier: BA	
Sub-Process Name: Maintain Participant Data		Sub-Process Identifier: BA-1	
Sub-Process Purpose and Objectives: This processes establishes the participant on the TIS system.			
Sub-Process Description: New participant data interfaces from SEIS to TIS for state participants or is entered directly into TIS by the agency. For external entities (UT, TBR, local govt., and local school districts), those entities (UT & TBR) with compatible systems may interface directly, those entities with direct system access enter the information at their sites, and for those entities that do not have direct TIS access, forms are forwarded to Insurance for entry. Once established on TIS, enrollments, changes, etc. may be processed.			
Sub-Process Trigger(s): <ul style="list-style-type: none">• New participant		Key Sub-Process Participants: <ul style="list-style-type: none">• Participant• Agencies• External entities• Insurance	
Inputs:			
Input	Format	Volume/Time	Suppliers
New participants or maintenance from agencies	Interface through personnel	14,000/month all sources	Agency/SEIS
New participants or maintenance for external entities (direct access)	Directly entered online	14,000/month all sources	External entities
New participants or maintenance for external entities (no access)	Paper documents	14,000/month all sources	External entities

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New participants or maintenance from external agencies (interfacing – UT, TBR, etc.)	Interface file	14,000/month all sources	External entities
Outputs:			
Output	Format	Volume/Time	Recipients
Updated participant records	Database	300,000	TIS
Performance Measures Tracked:			
Measure	Approx. Value	Target Value	
Laws, Regulations, and Policies That Govern Sub-Process: none			
Current Sub-Process Issues/Problems:			
Improvement Opportunities:			
Opportunity <i>Merge cells to link one Opportunity to multiple impacts)</i>	Organizational Impacts <i>(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)</i>		
Participant self-service for maintaining basic information on-line by utilizing self-service functionality through a web browser or kiosk.	Internet access and training may be issues in implementation; change management issue of shifting responsibility for data to participant.	C	
Applications that Support the Sub-process			
Application Name(s) <i>(Internal name and vendor's name)</i>	Technology Description <i>(Programming vendor, language, platform, database, etc.)</i>		

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TIS	IBM Mainframe, COBOL, IMS

